



Heartland Human Care Services, Inc.®

Program Participation Agreement between The Families Building Community Program and Program Participant

The goal of the Families Building Community Program is to support you and your family over the next 12-months to assist you to build upon the skills you already possess and develop new skills that will allow you to strengthen your family, maintain your apartment, live safely in your neighborhood, and become an active member in your community. In order to ensure that we work together to meet these goals, this agreement is entered into by the Families Building Community Program of Heartland Human Care Services (HHCS), referred to as FBC Program, and _____, who will be referred to as Participant in the remainder of this document.

During the time that the Participant is in the FBC Program, you agree to work in collaboration with FBC Program staff. This means establishing a working relationship with your Case Manager, Housing Resource Developer and Program Manager. Both you and FBC Program staff will have specific responsibilities that together will form our collaborative partnership. Participant responsibilities are outlined in this Agreement and staff responsibilities are outlined in the Participant Rights document.

Participant Responsibilities

1. Service Plan: Participant is responsible for working with his/her Case Manager to identify goals and steps to be taken to reach these goals that will lead to an improved quality of life. These goals will be specific to you and your needs. Areas of focus may include goals around employment, maintaining an apartment, parenting strategies, budgeting, safety planning in cases of domestic violence, substance use management, or goals related to managing high-risk behaviors. Your case manager will work with you to review your goals on a quarterly basis.

2. Rent Payment: Participant is responsible for paying 30% of his/her adjusted gross monthly income to FBC Program by the first day of each month. Participant is responsible for speaking to his/her Case Manager *before* the first of the month to discuss the option of a payment plan in the event that the Participant cannot pay the full rent contribution by the first of the month. If rent is not received by the fifth of the month, a late charge of \$10 will be assessed. On the occasion of a second late rent payment, Participant is expected to meet with his/her Case Manager and the Program Manager to develop a plan of correction. Continued late rent payment will place a Participant at risk of being asked to leave the program. Participant is responsible for supplying documentation to verify his/her income.

3. FBC Classes: In order for a Participant to build upon skills around financial literacy and self-sufficiency, Participant is responsible for attending FBC and Financial Literacy workshops as agreed to in the service plan. Case Manager will provide Participant with workshop schedules and the Participant will commit to attending workshops within the first three months of entering the program.

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4. Employment Services: Participant agrees to work with his/her Case Manager to complete an Employment Assessment within the first month of program participation and to develop an employment and/or career plan accordingly. If the Participant is not employed or currently attending school or vocational training, he/she agrees to enroll in a Workforce Development program by the second month of program participation and will continue to participate until employment is secured or as agreed to in the service plan.

5. Financial Literacy Services: Participant agrees to work with his/her Case Manager to complete a Financial Literacy Assessment within the first two months of program participation and to develop a plan for financial literacy services accordingly.

6. Children's Information: Participant agrees to work with his/her Case Manager to complete an assessment on each of the children living in the household within the first month of program participation. This information will be used to help the parent and Case Manager more fully understand the strengths and challenges of each child and to identify services and resources that may benefit the child.

7. Case Management Meetings: Participant is responsible for keeping all scheduled home visits or office appointments with FBC Program staff. FBC Program office hours are 8:30AM to 5:00PM Monday through Friday. After hours appointments may be available upon request in cases of scheduling conflicts. If a Participant does not have a working telephone and his/her Case Manager is unable to make contact, it is the Participant's responsibility to contact the Case Manager to schedule appointments.

8. After hours Assistance: If a Participant is in need of assistance during the hours when the FBC Program office is closed, contact the on-call number at 773.506.7507. *Remember that this number should not be called instead of 911 but should be called for situations that do not warrant a 911 call but cannot wait until the following business day.*

Additional Participant Responsibilities

As stated above, one of the primary goals of the FBC Program is to support you and your family to live successfully in your community. One way that we do this is to work with you to promote a safe community. The following are participant responsibilities related to this goal.

1. Treatment of Community Members: Participant is responsible for treating all Participants, FBC Program staff, and tenants in his/her apartment building in a respectful and courteous manner. This includes, but is not limited to agreeing not to use verbal or physical abuse including offensive language, discriminatory practices, threatening or obscene gestures, striking or hitting, etc. In addition this includes no theft or destruction of others' property.

2. Emergency Procedures: Participant agrees to familiarize self and family with appropriate emergency evacuation procedures in his/her building. Should there be a life threatening emergency, Participant agrees to call 911 or go to the nearest emergency room.

3. Lease Agreement: Participant is responsible for following the lease agreement which the Participant entered into with the landlord of his/her rental apartment. This may include but is not limited to policies regarding:

- **No Illegal Activities:** Participant agrees not to participate in *any* illegal activities on the premises of his/her building.
- **Visitor Policy**
- **Pet Policy**

4. Heartland Alliance Facilities: Participant agrees to follow no smoking policy in all Heartland Alliance offices. Participant agrees not to participate in *any* illegal activities on Heartland Alliance premises including but not limited to gang related activity or possession/selling of illegal drugs. And, no weapons may be brought to Heartland Alliance premises.

5. FBC Program Guest Policy: Participant agrees that if there is a change in the family make-up, additional family members must be accepted into the FBC Program and agree to meet program responsibilities.

6. Damages to Housing: Participant understands that FBC Program does not take responsibility for damages to housing where participant resides.

Failure to Meet Expectations

If a Participant is unable to uphold the above stated Participant Responsibilities, the following steps will be taken:

1. Participant will be notified by his/her Case Manager in person, if possible, or by mail that the Participant needs to meet with the Case Manager and Program Manager at the FBC Program office to discuss the situation.

2. During this meeting, FBC Program staff will notify Participant of responsibilities not met and together a plan will be developed that details steps to be taken and dates by which they must be completed. This plan will focus on goals that are realistic and achievable for the Participant and will address any barriers the Participant reports as challenges to meeting Participant Responsibilities. The Participant will be provided with a written document identify responsibilities not met and a plan of correction with dates by which steps must be completed.

3. Should a Participant not attend the scheduled meeting to address these concerns with the Program Manager and Case Manager, the Participant will be mailed a second appointment time. If this appointment is not kept by Participant a plan of correction will be developed by FBC Program staff outlining expected changes and due dates. This will be mailed to the Participant's address.

4. While the FBC Program will make every effort to work with a Participant to uphold the Participant Responsibilities, Participant understands that if the FBC Program Management determines an action of Participant to be detrimental to FBC Program or other participants (including self), all or a portion of program privileges may be terminated immediately.

If you believe a staff member is not upholding their responsibilities, it is the responsibility of the Participant to bring this to the attention of that staff member, when possible, and the Program Manager. If not resolved to the Participant's satisfaction Heartland Alliance grievance procedure should be followed.

- ☐ Participant has received copy of the Program Participant Rights and Grievance Procedure
- ☐ Participant has received and understands the privacy practice of Agency.

Signature below indicates acceptance of the terms stated below herein:

Agency

Participant

Families Building Community Program
Heartland Human Care Services

Print Name

Case Manager/Date

Signature/Date

Program Manager/Date

Print Name

Signature/Date